COMPUTER SYSTEMS TECHNICIAN

Class Definition

Under supervision, works closely with programming and support staff to provide general technical support for city-wide hardware and software, including Geographical Information Systems applications.

Distinguishing Characteristics

This entry level technical class performs duties related to the maintenance and repair of computer hardware and software applications or is assigned to computerized Geographical Information Systems (GIS) data maintenance and problem solving functions. This differs from the classification of Computer Systems Specialist I/II in that the latter is the professional, journey level class with responsibilities for identifying and analyzing needs and requirements of personal computer based systems.

Typical Tasks

(This list is neither inclusive nor exclusive. Consequently, this information may not reflect Essential Functions for this class.)

Installs, configures, and troubleshoots workstation hardware and software.

Provides computer-related help desk support for computer hardware and software applications.

Tests new or upgraded hardware and/or software for compatibility with existing standards.

Assesses computer-related problems and requirements at customer site.

Assists in the creation, maintenance, and documentation of trouble-shooting policies and procedures.

Aligns county images with city coverages of assessor map data.

Creates and maintains GIS arcs, points and polygons.

Utilizing GIS tools, arc view and arc info, analyzes data, produces reports and maps.

Creates maps, including determining scale, size, line patterns and colors, legend position and content.

Researches and develops GIS data reports.

Performs other duties as required.

Knowledge, Abilities, and Skills

General knowledge of, and strong aptitude for, computers hardware and software.

Knowledge of the principles of cartography, including methods, techniques, and symbolism.

Ability to solve user problems effectively and efficiently.

Ability to operate and troubleshoot computer workstations and other peripheral equipment.

Ability to interpret assessor parcel and tract maps.

Ability to solve user problems effectively and efficiently.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with those contacted during the course of business.

Minimum Qualifications

Six months of full-time experience, or the equivalent as an Information Services Aide with the City of Fresno. **OR;** Completion of twelve semester units from an accredited college or university in management information systems, computer science, industrial technology, geography, planning, civil engineering or related field. **OR;** One year of full-time paid work experience, or the equivalent, in a PC support environment, either in maintenance and repair, or performing Geographical Information Systems data maintenance and problem solving.

Necessary Special Requirements

Possession of a valid California Driver License may be required at time of appointment.

Recruitment may be limited to a specific area of expertise as required by operational needs. The specific areas of expertise are listed below:

1. Computer Systems
2. Geographic Information Systems

APPROVED: _____   DATE: _____

                                     Director

ATS:JC:CW:NT/sas/7-05-00